Offer Description - Product
Cloud Native Application Observability

This Offer Description is part of the End User License Agreement or similar terms existing between You and Cisco (the “Agreement”). For clarity, some Offer Descriptions were previously called Supplemental End User License Agreements (“SEULAs”). You should interpret references to SEULAs in the Agreement as references to the Offer Descriptions. Capitalized terms not defined in this document are as defined in the Agreement.

All references to End User in this Offer Description’s ancillary or supplemental terms means You; and all references to Cloud Service in those terms means the Product.

1. Summary

Cloud Native Application Observability powered by the Cisco Full Stack Observability Platform (previously AppDynamics Cloud) (the “Product”) provides performance monitoring for Your cloud-native environments as described in the Documentation available at https://docs.appdynamics.com, which Cisco may update from time to time.

2. Support and Other Services

Your purchase of the Product includes the support described here: https://legal.appdynamics.com/AppDynamics_Enterprise_Support.pdf.

3. Performance Standards

This Product is subject to the Service Level Agreement available at https://legal.appdynamics.com/Cisco_FSO_CNAO_SLA.pdf.

4. Data Protection

4.1 Personal Data. Cisco processes, uses, and protects data in connection with Your use of the Product in accordance with applicable privacy and data protection laws, and as described in more detail at Cisco’s Security and Trust Center at https://trustportal.cisco.com.

4.2 Privacy Data Sheet. The Privacy Data Sheet available at https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/1655481865484246 describes the Personal Data that Cisco collects and processes as part of delivering the Product.

5. Special Terms

5.1 Use Limitations and Restrictions. These use limitations and restrictions are Additional Conditions of Use under Section 3.2 of the Agreement (Cloud Services) and are subject to the terms set forth under Section 9.3(b) or similar of the Agreement, You will not (and will not authorize any third party to) configure the Product to collect any (1) social security numbers or other government-issued identification numbers, (2) unencrypted passwords or other authentication credentials, (3) health information, biometric data, genetic data, or any other similar data, including any information subject to the Health Insurance Portability and Accountability Act (HIPAA) or similar laws, (4) payment, financial or similar information, including any information subject to the Payment Card Industry Data Security Standard, (5) data relating to a person under the age of 13 years old, (6) data that is classified as sensitive data, or special category data, under applicable laws, or (7) data that is subject to regulatory or contractual handling requirements pursuant to the Gramm-Leach-Bliley Act. The Product is subject to the additional license entitlements and restrictions, including token usage term and allocation, in the Documentation.

5.2 Subscription Renewal. Section 2.6 of the Agreement does not apply to this Product.
5.3 **Policy Application.** Cisco’s Software License Portability Policy and Software License Transfer and Reuse Policy do not apply to this Product.